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DEPARTMENT OF CORRECTION	RELATED NCCHC/ACA STANDARDS: P-A-11/4-4394 (IMPORTANT)	
CHAPTER: 11 HEALTH SERVICES	SUBJECT: GRIEVANCE MECHANISM	
APPROVED BY THE COMMISSIONER:		
EFFECTIVE DATE: 11-19-07		

PURPOSE:

To insure inmate grievances regarding health services are addressed with an approach designed to resolve patient concerns in a timely manner and in accordance with institutional procedures.

POLICY:

1. There is a formal mechanism for inmate grievances relating to health. The grievance process will be timely and the results documented.
2. All attempts will be made to resolve inmate's complaints on an informal basis.
3. The inmate will be advised during orientation that complaints regarding healthcare can be resolved informally by communicating with the Health Services Administrator before initiating the formal grievance process. The Health Services Administrator or designee will have a weekly call line for resolving concerns brought by inmates prior to the initiation of the formal grievance process. In addition to talking with patient, the Health Services Administrator will review the record and interview staff. At the conclusion of the investigation, the Health Services Administrator will communicate back with the inmate and recorded in the medical record potentially seeing the patient again, if needed.
4. Tracking of grievances will be recorded in the DACS or Inmate Grievance Log and maintained for a minimum of three (3) years.
5. Inmate grievances will be reported in the MAC meetings to identify trends and opportunities to improve health services through corrective action.
6. Inmate grievances will be screened upon receipt by the Health Services Administrator or designee and recorded in the DACS or Inmate Grievance Log, as necessary including:
 - I. Name
 - II. Number or date of birth

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III. Date of grievance

IV. Date received

V. Nature of grievance

VI. Grievance category

7. A copy of the documentation will be filed in a grievance file in the Health Services Unit. A copy of the grievance will not be included in the inmate's Medical Record.

8. The DACS or Inmate Grievance Log will include:

I. Date of interview

II. Date of response

III. Nature of response

IV. Staff responding

V. Resolution category

9. Grievance response will be within the institutional established time frame.

10. An in person interview with the inmate is required.

11. DOC Grievance Policy Chapter 4, 4.4 will identify the specific mechanism for investigation and resolution of the grievance.

12. List of steps in Medical Grievance:

I. Director of Nurses/ Nurse Supervisor will be the point person to receive formal grievances, interview patient, review the medical record, discuss the matter with staff and identify a resolution to the grievance. A committee comprised of no less than three (3) persons, two of which must be from the medical staff, are to hear the initial grievance.

II. If resolution was not obtained, Health Services Administrator will review grievance, review medical records, discuss the matter with staff and interview the patient with Regional Medical Director and inmate.

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III. If previous steps were unsuccessful at providing a resolution, the grievance will be sent to Office of Health Services for resolution.

References:

National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-A-11
American Correctional Association: Standards for Adult Correctional Institutions, 4th Edition, 2003. 4-4394